REQUEST FOR PROPOSAL NO. BD80300S210

Server Based
AGENCY CHARGE-BACK SOFTWARE SYSTEM
for Iowa Department of General Services

CIMS Lab, Inc.
TECHNICAL PROPOSAL

Submitted by:
CIMS Lab, Inc.
3013 Douglas Blvd., Suite 120
Roseville, CA 95661

Contact:
Tim Conger, Regional Account Manager
Phone: (916) 783-8525 6 Fax: (916) 783-2090
tim.conger@cimslab.com

OFFICIAL PROPOSAL - ORIGINAL

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LETTER OF TRANSMITTAL

October 3, 2002

Ms. Ashley Super
Purchasing Agent III
Iowa Department of General Services
Hoover State Office Building, Level A
Des Moines, IA 50319-0105

RE: RFP #BD80300S210

Dear Ms. Super:

CIMS Lab, Inc. is pleased to submit the following proposal for the Iowa Workforce Development's Request for Proposal No. BD80300S210, Server Based Agency Charge-back Software System.

Any additional correspondence for CIMS Lab, Inc., with respect to this RFP, should be directed to:

Mr. Tim Conger, Regional Account Manager
CIMS Lab, Inc.
3013 Douglas Boulevard, Suite 120
Roseville, CA 95661-3842
Tim.Conger@cimslab.com
Phone: 916 783-8525
Fax: 916 783-2090

Please feel free to contact myself or Tim Conger at anytime should you have any questions with regard to this RFP submission or CIMS Lab, Inc.

Sincerely,

Kenneth J. Lynch
President
CIMS Lab, Inc.

REQUEST FOR PROPOSAL #BD80300S210

TECHNICAL PROPOSAL RESPONSE FORMAT, Part One

Vendor's Name: CIMS Lab, Inc.

Mailing Address: 3013 Douglas Blvd., Suite 120

City, State, & Zip Code: Roseville, CA 95661

Telephone Number (Incl. Area Code): (916) 783-8525

FAX Number: (916) 783-2090

Signature of Officer: _____

Printed Name: Kenneth J. Lynch

Title: President

Email Address: ken.lynch@cimslab.com

DATE: _____

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TECHNICAL RESPONSE FORMAT, Part 2

SECTION	REQUIREMENT	INCLUDED	LOCATION
Chapter One	Administrative	(Y) / N	**Page 8**
Chapter Two	Terms and Conditions	(Y) / N	**Page 8**
Chapter Three:	Scope of Services:		
3.2.1	Overall Provisions		
3.2.11	Proven Solution, integrated, from same vendor	(Y) / N	**Page 12**
3.2.12	Staffing requirements.	(Y) / N	**Page 12**
3.2.13	Implements across multiple platforms.	(Y) / N	**Page 13**
3.2.2	OS Environment and Database Architecture	(Y) / N	**Page 13**
3.2.21	Software will run on IWD's environment	(Y) / N	**Page 13**
3.2.22	Upgrade strategy.	(Y) / N	**Page 13**
3.2.23	Easily customized and supported.	(Y) / N	**Page 13**
3.2.3	General Specifications of System		
3.2.31	Integrate accounting data …	(Y) / N	**Page 14**
3.2.32	…require no hooks or system exits…	(Y) / N	**Page 15**
3.2.33	Support normalization of billing rates.	(Y) / N	**Page 16**
3.2.34	Maintain descriptive and financial data.	(Y) / N	**Page 17**
3.2.35	Generate resource utilization details	(Y) / N	**Page 18**
3.2.36	Customization or special applications.	(Y) / N	**Page 20**
3.2.4	General Specifications of Internal Software Components		
3.2.41	Rate structure and how it can be modified	(Y) / N	**Page 20**
3.2.42	Capture comparable usage data	(Y) / N	**Page 21**
3.2.43	Support all available organizational codes.	(Y) / N	**Page 22**
3.2.44	Methodology for system charges	(Y) / N	**Page 24**
3.2.45	Allocation to multiple accounts.	(Y) / N	**Page 24**

3.2.46	Process and merge periodic usage files.	(Y) / N	**Page 25**
3.2.47	System maintenance in regard to Client ID etc.	(Y) / N	**Page 25**
3.2.48	Support statistics for drilldowns.	(Y) / N	**Page 25**
3.2.49	Cross date barriers	(Y) / N	**Page 28**
3.2.5	Customer Interface		
3.2.51	Support External Billing Transactions	(Y) / N	**Page 29**
3.2.52	Standard report writing tools.	(Y) / N	**Page 30**
3.2.53	Download data to create custom reports.	(Y) / N	**Page 30**
3.2.54	Provide web browser access.	(Y) / N	**Page 30**
3.2.55	Provide accounting crediting capability	(Y) / N	**Page 31**
3.2.56	Provide debit and credit capability	(Y) / N	**Page 32**
3.2.57	Permit modification without reprogramming .	(Y) / N	**Page 32**
3.2.58	Comprehensive table for job accounting	(Y) / N	**Page 32**
3.2.59	Repeatability of application.	(Y) / N	**Page 33**
3.3	Background Information and References		
3.3.1	Prospective Vendor Business Information	(Y) / N	**Page 34**
3.3.2	Business Practices Information	(Y) / N	**Page 35**
3.3.3	Financial Information	(Y) / N	**Page 37 and 66**
3.3.4	Business Activities	(Y) / N	**Page 38**
	A signed release.	(Y) / N	**Page 62**
	A listing of 3 References	(Y) / N	**Page 38**
3.3.5	Business Plan	(Y) / N	**Page 39**
3.3.6	Prospective Vendor Experience	(Y) / N	**Page 39**
3.3.7	Subcontractors and Joint Venturers	(Y) / N	**Page 41**

We will __X__ will not ___ allow for addendums to the contract by political sub-divisions for similar products and services within one year after contract completion.

SUBMITTED BY: CIMS Lab, Inc.

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ADMINISTRATIVE, CONTRACTUAL AND MANDATORY REQUIREMENTS

Chapter One: Administrative

CIMS Lab, Inc. has read, understands, and will comply with the contents specified in Chapter 1, Administrative Issues.

Chapter Two: Terms and Conditions

CIMS Lab, Inc. has read, understands, and will comply with the contents specified in Chapter 2, Contractual Terms and Conditions.

Chapter Three: Scope of Services

CIMS Lab, Inc. has read, understands, and will comply with the contents specified in each section of Chapter 3, Scope of Services and Mandatory Requirements. CIMS Lab's responses are shown in bolded blue.

3.1 Purpose

This Request for Proposal (RFP) is designed to select a qualified vendor who will be responsible for providing a Resource Accounting and Chargeback System at a competitive and reasonable cost. The vendor selected must meet all requirements set forth in this RFP. No proposals shall be considered that do not conform to the mandatory requirements of the RFP. It is the intent of the Agency to select one vendor.

The following objectives and benefits for the Resource Accounting and Chargeback System were established by IWD to guide the system's implementation and to direct the ongoing administration of the system

3.1.0 Objectives

A. To equitably allocate the cost of all computing systems services to the recipients of those services.

CIMS: CIMS Lab has nearly 30 years of experience achieving this objective. CIMS allocates the cost of ALL computing systems to the recipients of those services based on fair, understandable, reproducible and easily administered usage based metrics.

B. IWD desires to complete the implementation of the proposal, Resource Accounting and Chargeback System by the end of December, 2002.

CIMS: This time frame is aggressive but should be achievable if a system is selected and purchased during October, 2002.

C. To enable users to make cost an objective basis for applications planning by assuring consistent ongoing cost /services ratios.

CIMS: The CIMS system will meet this objective.

D. To aid computing system configuration management by discouraging use of less efficient, obsolescent, high-cost resources.

CIMS: The CIMS system will meet this objective.

E. To assure established data processing service levels, including computing system performance and availability, by encouraging the use of more efficient, more reliable, lower cost resources.

CIMS: The CIMS system will meet this objective.

3.1.1 Benefits

A. Will equitably allocate the cost of all computing system services to the recipients of those services.

CIMS: The CIMS system provides all of these benefits.

B. Will make objective information about the cost of using specific DP resources available to users, enabling them to make cost an objective basis for application planning.

CIMS: The CIMS system provides all of these benefits.

C. Will facilitate containment of the costs of providing service by discouraging the use of high cost to cover costs, less efficient, obsolescent hardware, software and other resources.

CIMS: The CIMS system provides all of these benefits.

D. Will support established data processing service levels by encouraging the use of more efficient, more reliable resources, decreasing the likelihood of costly resource failures/ delays.

CIMS: The CIMS system provides all of these benefits.

E. Will provide a basis for projecting the cost to the user of the system expansion, enhancement, and/ or upgrade.

CIMS: The CIMS system provides all of these benefits.

F. Will provide data to help justify allocation of financial resources to services providers

CIMS: The CIMS system provides all of these benefits.

3.1.2 Environment

The computing environment encompasses a mixed environment of host (OS/390), Unix, and NT servers. Over 100 mid-tier servers are located in the primary Des Moines data center and in field

offices distributed across the state in the various counties. These field offices are organized into sixteen regions determined primarily by service boundaries.

Certain offices are designated as "regional hub" offices. Each regional hub has its own management staff responsible for provision of IWD services, and making decisions regarding that region's offices and IT resources.

The field offices are networked via a combination of fiber, T1, and 56Kb frame relay circuits, leased through the Iowa Connection Network (ICN). The six regional hubs each connect to the IWD Des Moines data center; in turn, the various field offices connect to the appropriate regional hub via a connection determined in part based on local funding considerations.

Mainframe Environment

IWD runs one 2066-0A1 processor, running OS/390 2.10 (Z/OS VER 1.4 by February '03). Primary subsystems include:

- Six production CICS regions running Version 4.1, (CICS Transaction Server Version 2.2 by December '02) executing running approximately one million transactions per day. The regions are structured in an MRO configuration (terminal, application, and file-owning regions), with two separate regions dedicated to imaging applications.
- Eight Test CICS Regions running Version 4.1, (CICS Transaction Server Version 2.2 by December '02) executing running approximately one million transactions per day. The regions are structured in an MRO configuration (terminal, application, and file-owning regions), with two separate regions dedicated to imaging applications.
- DB2 version 5.1 (Version 7.1 by October '02)
- Combination DF/HSM and FDR for backup processing.
- One automated tape robotic system (six 3494 drives), containing approximately 2800 cartridges
- 3490 cartridge drives; approximately 6000 cartridges in the tape library.
- 3420 round tape drives; approximately 300 tapes in the library. These drives and tapes are used primarily for data interchange with outside agencies.
- Various printers charged by line (Impact Printers) or Image (Laser Printer). Printers are attached via token ring, Ethernet, and Channel attached, 3174 Controller.
- 3995-C38 Optical Library with 100 8X cartridges and 700 IX and 8X backup cartridges.

The systems support staff have used the Best/1 product for capacity and performance reporting.

Unix environment

IWD uses four Unix servers to provide Oracle database services. The systems are Sun 4500 4-way processors, running mainly Solaris 8; the primary Oracle instances run version 8.17; one instance (the Operational Data Mart) runs version 8.16. There are plans underway to upgrade to

Oracle 9i. The WebPas application (job placement services) comprises three Oracle instances, providing database services to the NT/web-based front end.

One Unix system runs Solaris 2.6, providing firewall and VPN services to the network.

Enterprise:

AIX and Redhat Linux platforms.

NT environment

Approximately 110 Intel Servers running Windows NT/2000 servers comprise the remainder of the IT computing environment. About half of these servers provide various Lotus Notes services; the remaining servers provide either specialized application services or services related to maintaining the NT environment.

The field offices provide "Resource Room" functionality: office applications, web access, job placement, resume tracking, etc. These services are available to the general public. A custom "Resource Center Shell" application provides a tabbed dialog for users; logging data can provide usage statistics by office, machine, the tab label, the function, and time spent on the function. Since the dialog may be customized by the local office, the logging data may need to be filtered or transformed to provide a coherent view of Resource Room usage.

Thirty-six Notes servers provide email functionality, not running clustered; there are approximately 2000 mailboxes. There is a possibility of consolidating into twenty-two servers for email provision.

Three Domino Enterprise servers provide web hosting on Domino clustering for the job board/listing and unemployment benefits applications.

Other Notes servers provide for common applications and Domino Documentation services; the data hub server provides replication services across the entire Notes network.

MQ Series messaging middleware is used for communication from the Notes environment to legacy CICS processing on the host OS/390 system. MQ Series also provides messaging between the dial-up Voice Response (VRU) system and Notes applications.

Three Windows 2000 systems provide IIS web hosting services (IIS version 5 and SQL Server 2000). There are two main sites, used respectively for production and development. Much of the hosted activity functions as a navigational and verification interface to the back-end Domino services; once a customer has been connected to the Domino site, IIS is no longer involved in the transaction. IIS has been configured with full, extended W3C logging.

Enterprise:

MS Active Directory

MS Exchange Server

Support systems include the following:

Compaq file storage subsystem, front-ending 2 controllers, 5 servers, and about 1.1 Terabytes of storage.

Two NT print servers; the primary server handles about 95% of the print workload; the secondary server handles about 25 printers.

One NT system providing DLT tape server hosting; IWD uses Veritas version 8.6 for its mid-tier backup strategy.

One Proxy Server system, which controls only browser activity from the Resource Rooms.

Dial-up and VPN access to the IWD resources pass through a single authentication server (CISCO Secure Server),

Approximately twenty-one servers providing SMS, SNA, firewall, Access control, HP OpenView network node manager, CD tower, CD server, domain controller (primary and three backup), DNS services, TTY, and DHCP services.

CIMS: The CIMS system supports the environments in place at IWD.

3.2 Mandatory: General Requirements

All proposals must include a positive statement that each of the provisions below will be satisfied by the proposed solution, or the proposal will be deemed non-compliant.

3.2.1 Overall Provisions

3.2.11 Proposed components for this solution must be proven, integrated and from the same vendor.

CIMS: The CIMS system meets this requirement. The CIMS system has been a proven solution since 1974, totally integrated and provided by CIMS Lab Inc.

3.2.12 Provide a complete explanation of staffing requirements to maintain the system after implementation, including ongoing maintenance.

CIMS: The CIMS system and our consulting services will meet this requirement. CIMS requires much less than one full time person to maintain the system after implementation, including ongoing maintenance. This is because CIMS is table driven and CIMS can accept account code relationships and lookups from the source. For example, CIMS can directly read HR, Security, E-Mail and other systems for account code relationship data, which would eliminate or reduce the need to maintain this data in CIMS. CIMS updates and patches are available on the CIMS Lab website, and our tech support group is available to assist in applying this maintenance when necessary.

While CIMS maintenance is only a part of someone's job, the maintenance of the cost allocation and chargeback policies and procedures defined by IWD may involve several people, which is independent of CIMS or any other vendor product. The analogy here is that you may have less than one person maintaining

your word processing software, but multiple people creating correspondence for your organization.

3.2.13 The proposed solution must be able to be implemented at different locations throughout an enterprise and across multiple and different platforms.

CIMS: The CIMS system meets this requirement. CIMS supports mainframes, UNIX boxes and the Windows Environment. Our main system and powerful data collectors can be implemented at multiple different locations across the State and used across multiple platforms. Using automated scheduling and scripting features, the usage data and costs will be transferred to a central repository for viewing via the web by all interested parties.

3.2.2 Operating System Environment and Database Architecture

3.2.21 Software must be proven software in production at other locations that will run on IWD's current environment.

CIMS: The CIMS system meets this requirement. CIMS is in production all over the world running on environments similar to IWD's. A partial list of sites are States of Nevada, Tennessee, Alabama, Utah, Montana, Maine, Cities of San Francisco, Los Angeles, Dallas, Ft. Wayne, Counties of Contra Costa, Harris, Sonoma, Alameda, USDA, US Treasury, US-EPA.

3.2.22 The proposed solution must provide upgrade strategy and future version upgrades of your proposed software.

CIMS: The CIMS system meets this requirement. CIMS is constantly updated and enhanced. Our website always contains the most current version and any available fixes or enhancements. CIMS Customers can download and apply the latest maintenance or release at any time. CIMS has been improved and enhanced consistently since 1974.

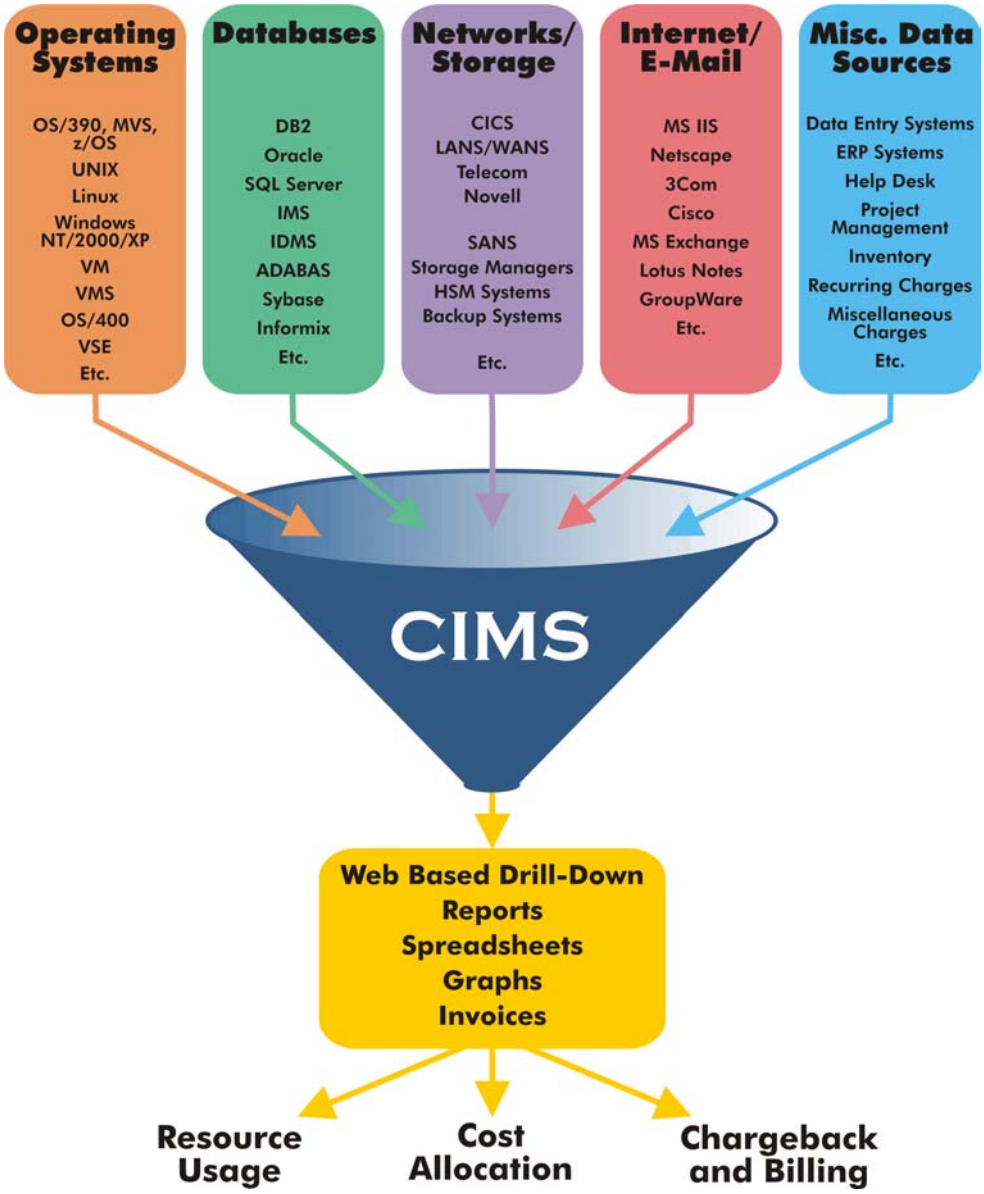
3.2.23 The system must be easily customized and supported, with technical support available.

CIMS: The CIMS system meets this requirement. CIMS is easily customized and rarely needs exits or special code in order meet customer requirements. CIMS Lab technical support is available to provide a wide variety of services, including create custom report creation and new log file integration. These services are included in our standard maintenance.

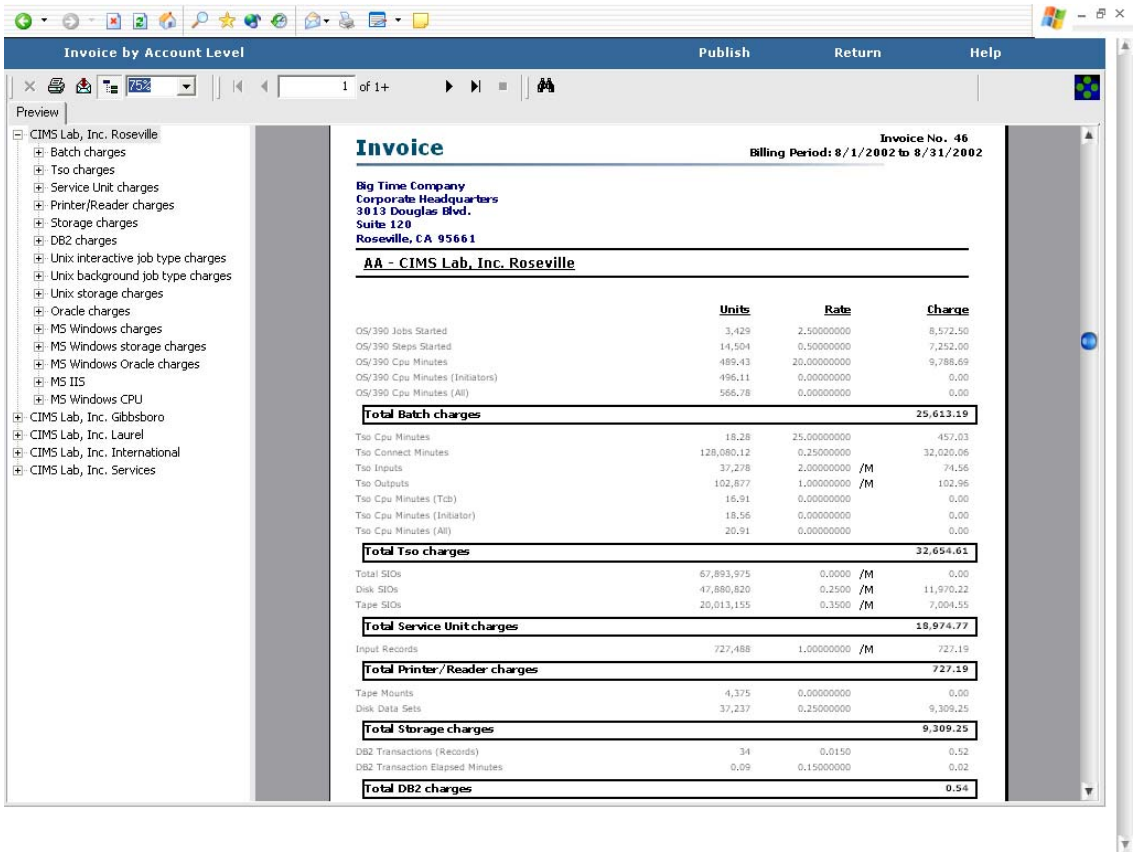
3.2.3 General Specifications of System

3.2.31 The proposed solution must integrate accounting data across multiple platforms, including distributed servers, into a common repository on an existing platform at IWD.

CIMS: The CIMS system meets this requirement. CIMS integrates data from a variety of sources, including but not limited to mainframes, distributed servers, databases, internet servers, e-mail servers, storage systems and networks. Following is an example showing the CIMS Funnel and a sample report integrating various metrics.



Example: The CIMS Funnel integrating data across multiple platforms



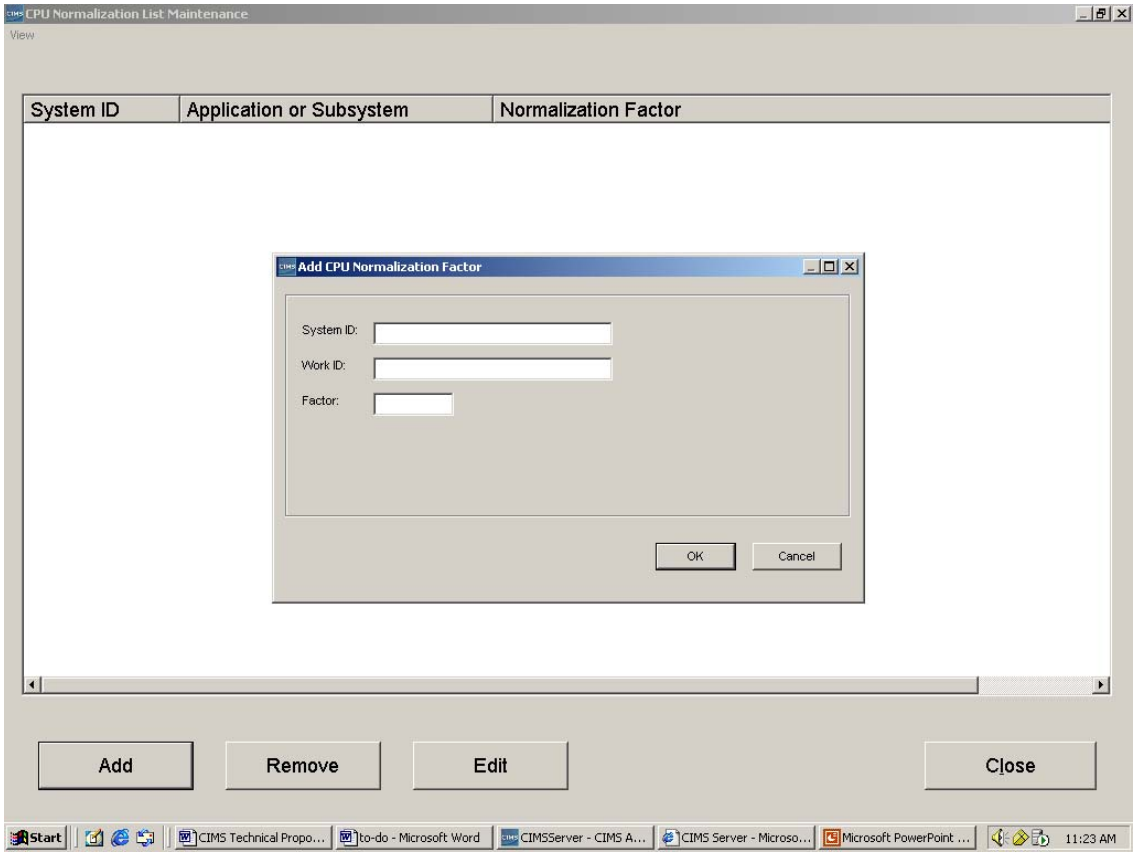
Example: CIMS Integrated Invoice

3.2.32 The proposed solution must require no hooks or system exits and no changes required in user JCL, Startup, or Logon procedures.

CIMS: The CIMS system meets this requirement.

3.2.33 The proposed solution must support normalization of billing rates for Multiple CPU's of differing speeds and platforms.

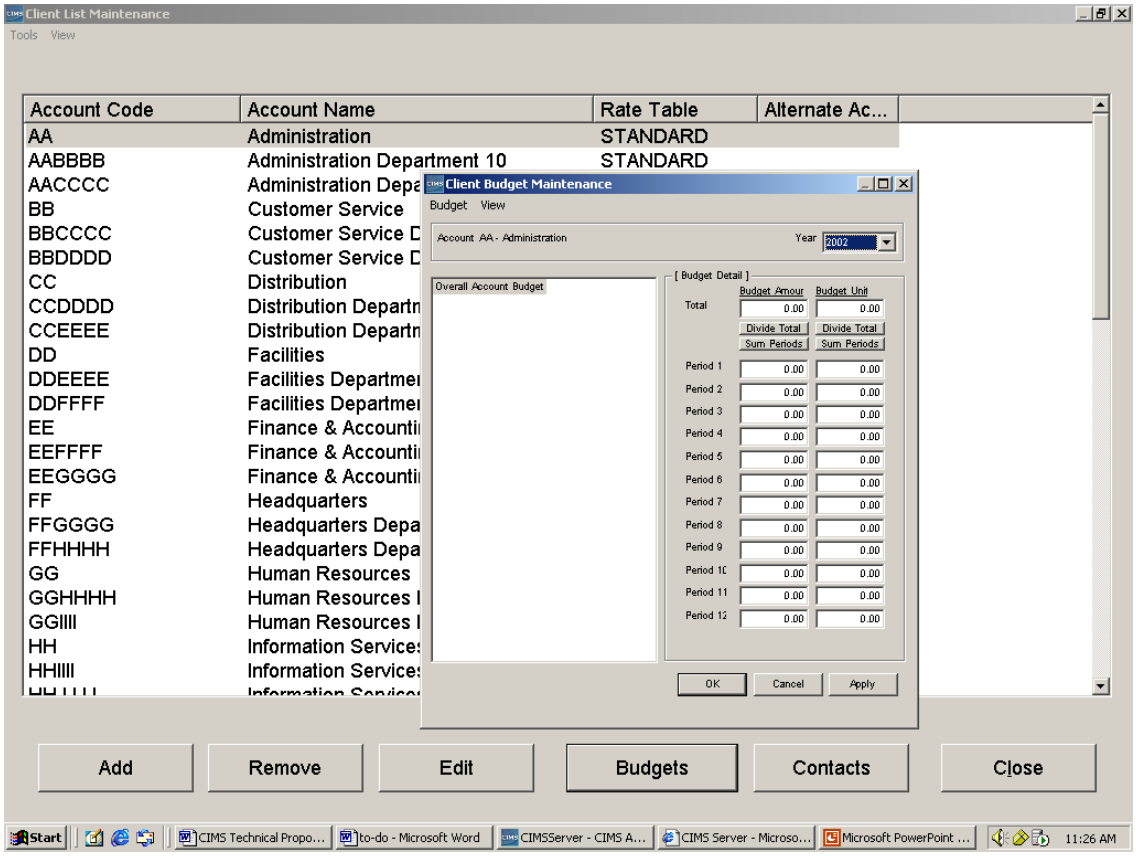
CIMS: The CIMS system meets this requirement.



Example: CIMS supports normalization of billing rates for Multiple CPU's of differing speeds and platforms

3.2.34 The proposed solution must maintain descriptive and financial data. This data must be easily maintained and accessible, and must include current and previous year data.

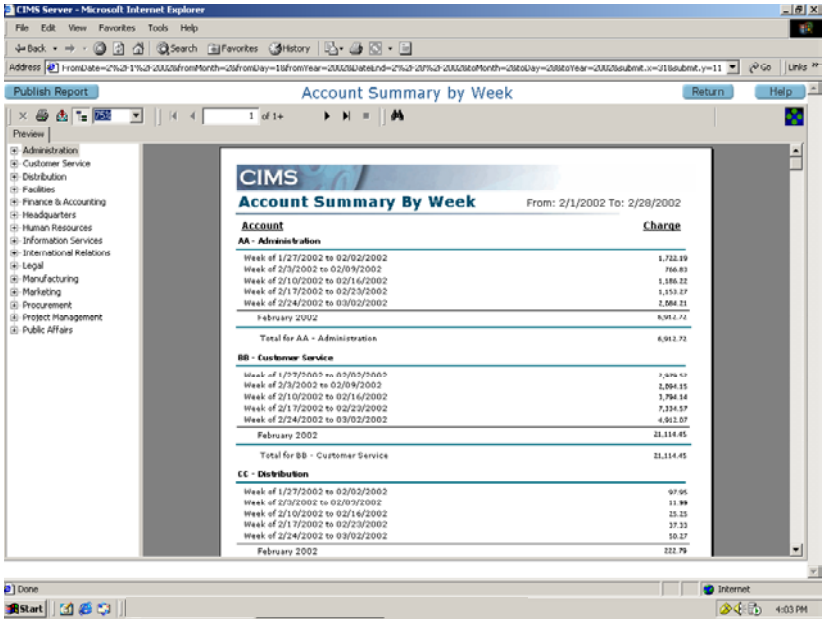
CIMS: The CIMS system meets this requirement.



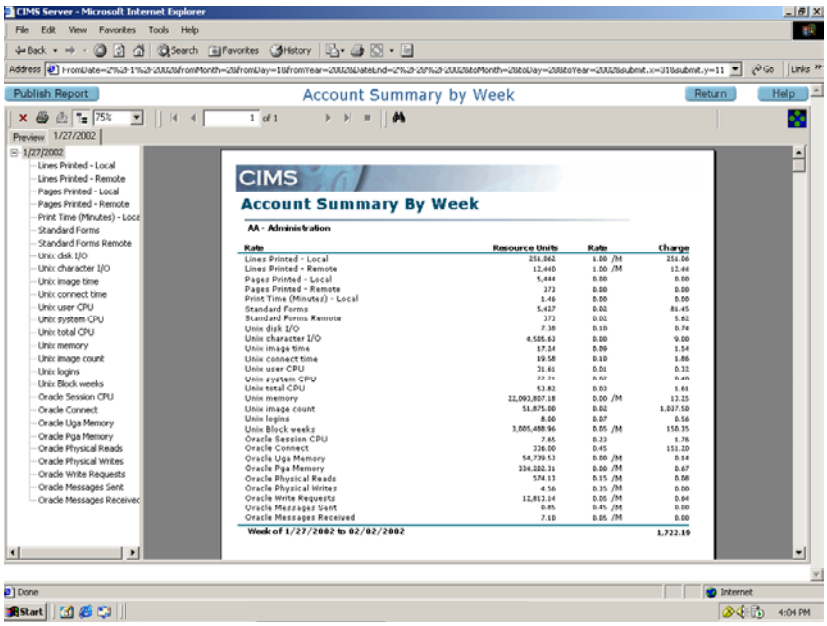
Example showing descriptive and financial data. This data is easily maintained and accessible, and may include multiple years including current and previous year data.

3.2.35 The proposed solution must generate resource utilization details and summarization as well as management reports. Modeling options should be available to determine outcomes of a different set of rates on different bases.

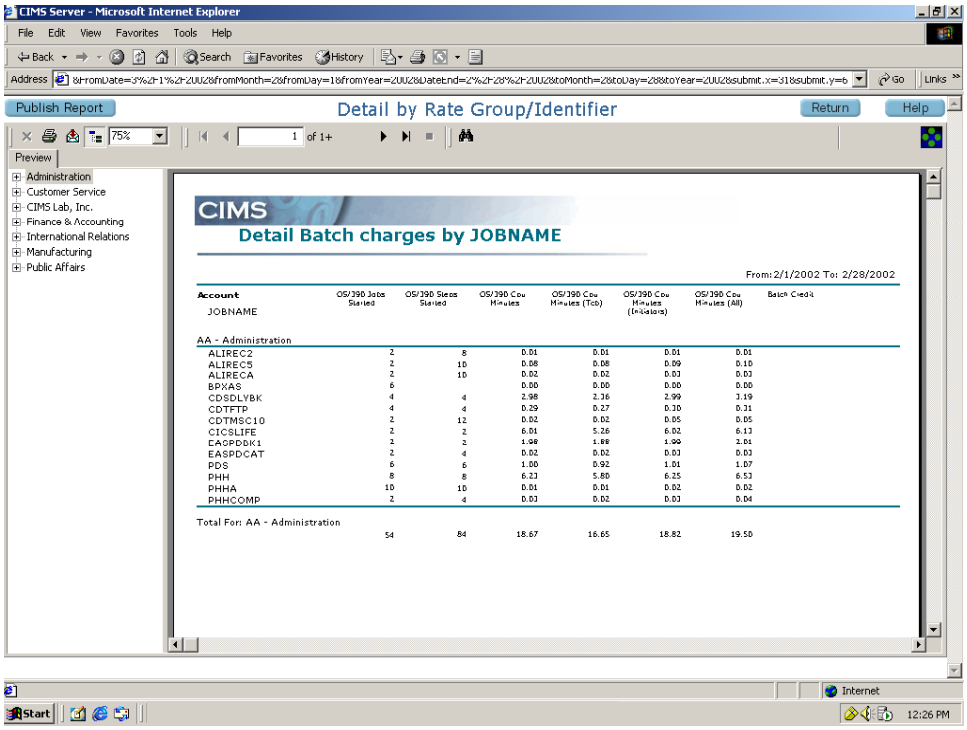
CIMS: The CIMS system meets this requirement. The following examples provide detail and summary reports as well as the CIMS Modeling Spreadsheet.



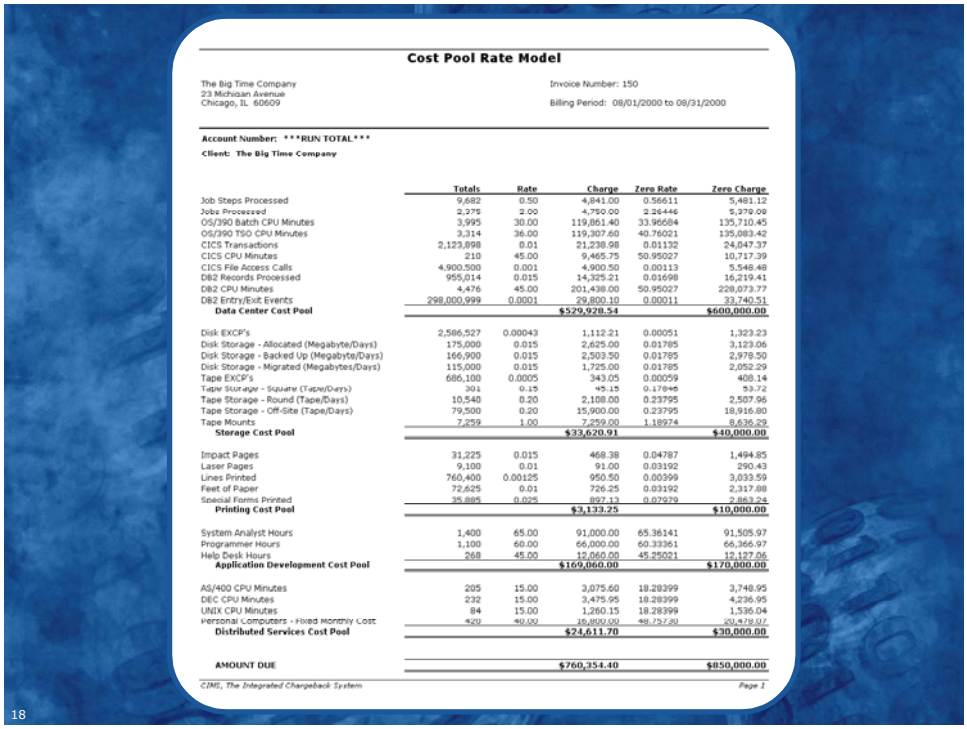
Example of a possible summary management report showing charges by week.



Example of drilling down on a particular week's charges.



Example of a detail report.



Example of the CIMS cost pool rate model.

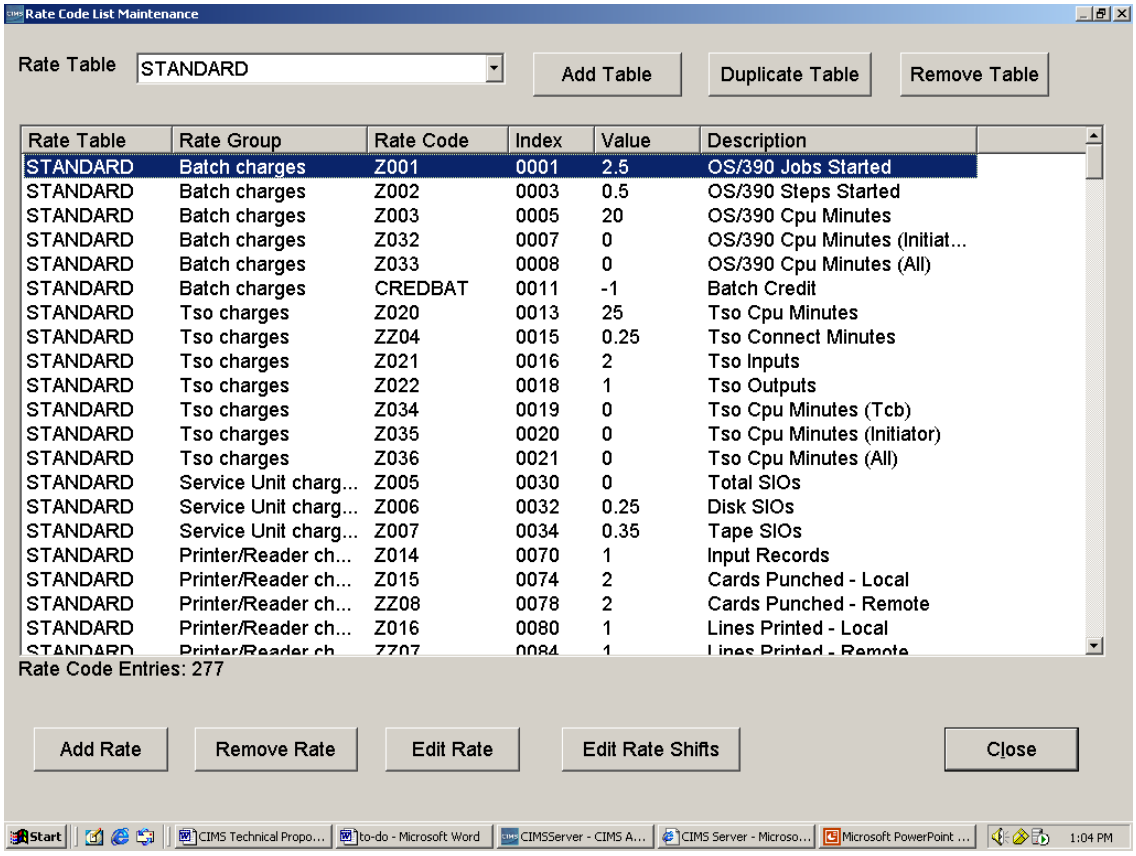
3.2.36 The proposed solution must provide ability for customization or special applications.

CIMS: The CIMS system meets this requirement. CIMS is highly customizable and ideal for special applications. The user interface and reports can be designed to meet complex and varied user requirements. At other customers, CIMS has been used to interface with custom financial packages and applications.

3.2.4 General Specifications of Internal Software Components

3.2.41 The proposed solution must include a description of your rate structure and how it can be modified and updated, including additions, changes and deletions.

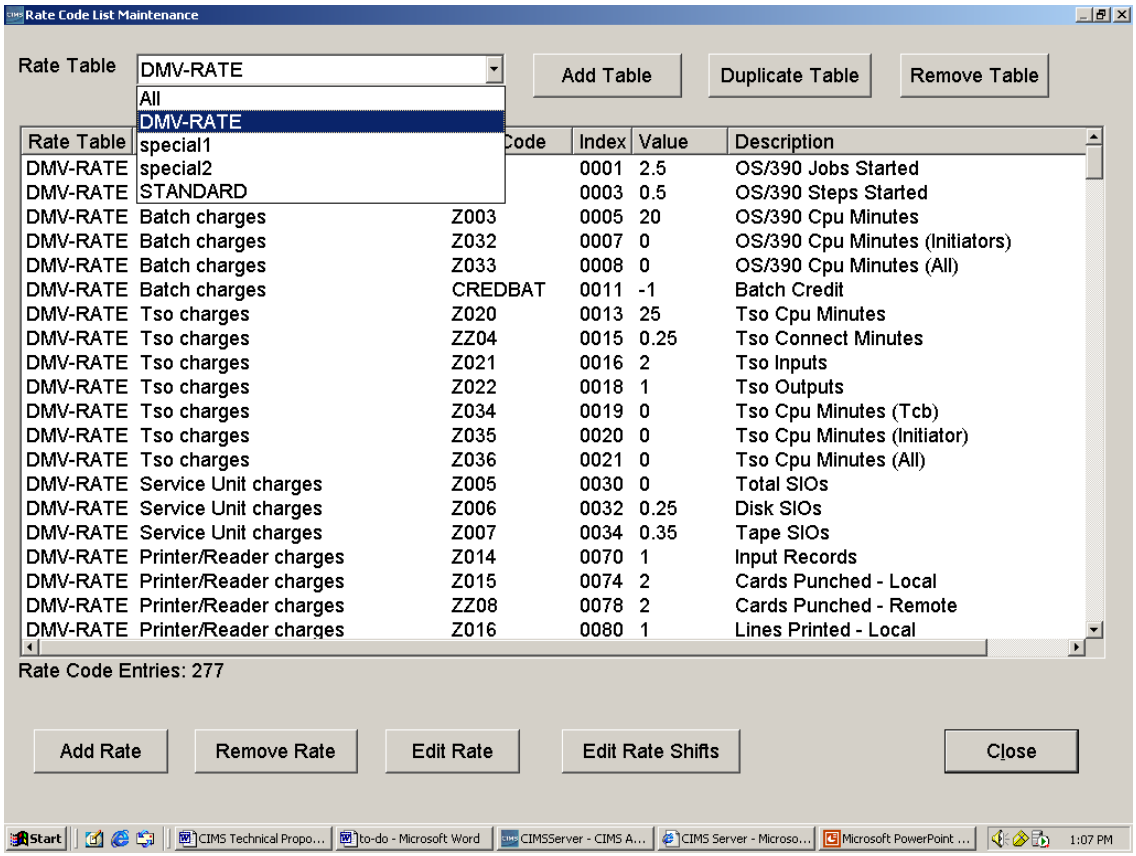
CIMS: The CIMS system meets this requirement. See the example below.



Example of a rate description and how it can be easily modified and updated, including additions, changes and deletions

3.2.42 The proposed solution must have the ability to capture comparable usage data across the enterprise and flexibility to charge at different rates.

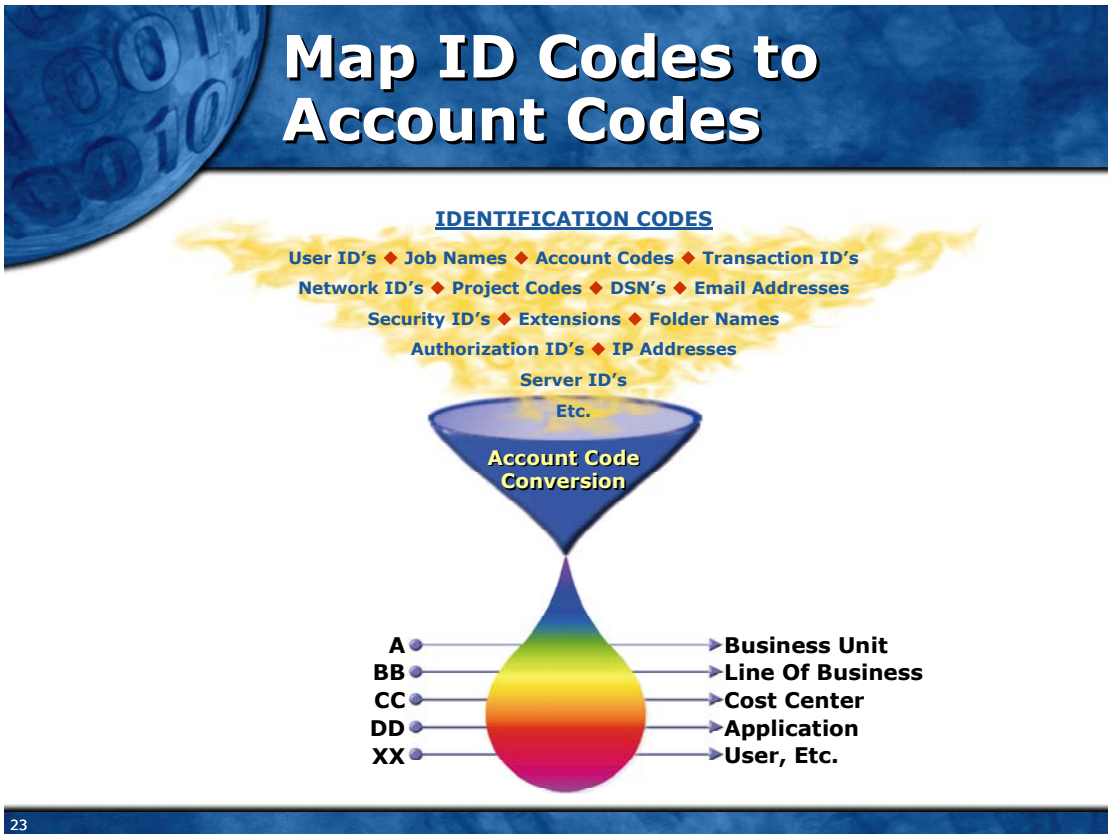
CIMS: The CIMS system meets this requirement. CIMS supports multiple rate tables. Each account, if necessary, can use a different rate table.



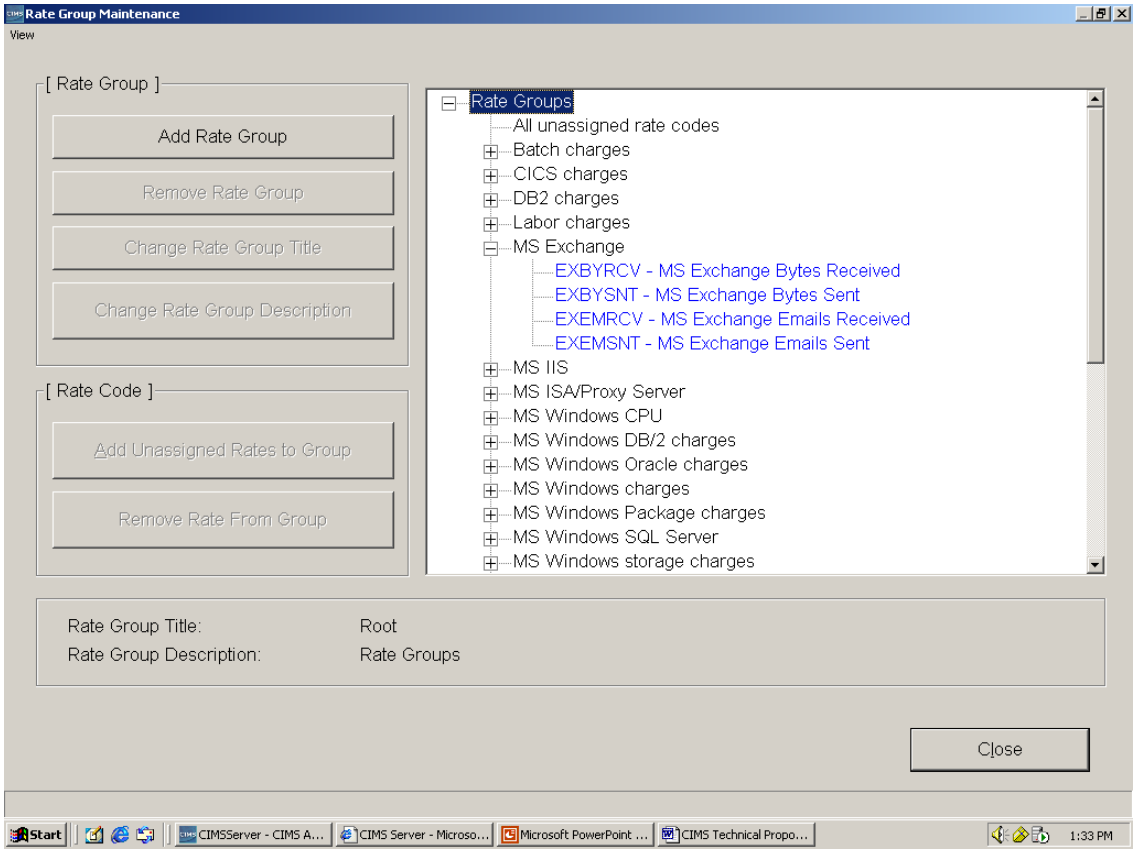
Example showing the Standard rate table and SPECIAL1, SPECIAL2, and DMV-Rate. Each of these tables can contain different rates. It is easy to define a new table and to modify the rates.

3.2.43 The proposed solution must have the ability to support all available organizational codes and account structure in Iowa Financial Accounting System (present and future) and be able to support a robust menu of services.

CIMS: The CIMS system meets this requirement. CIMS has no limits to the number of account codes and we have never met a structure we could not handle. The CIMS rate tables allow a robust menu of services.



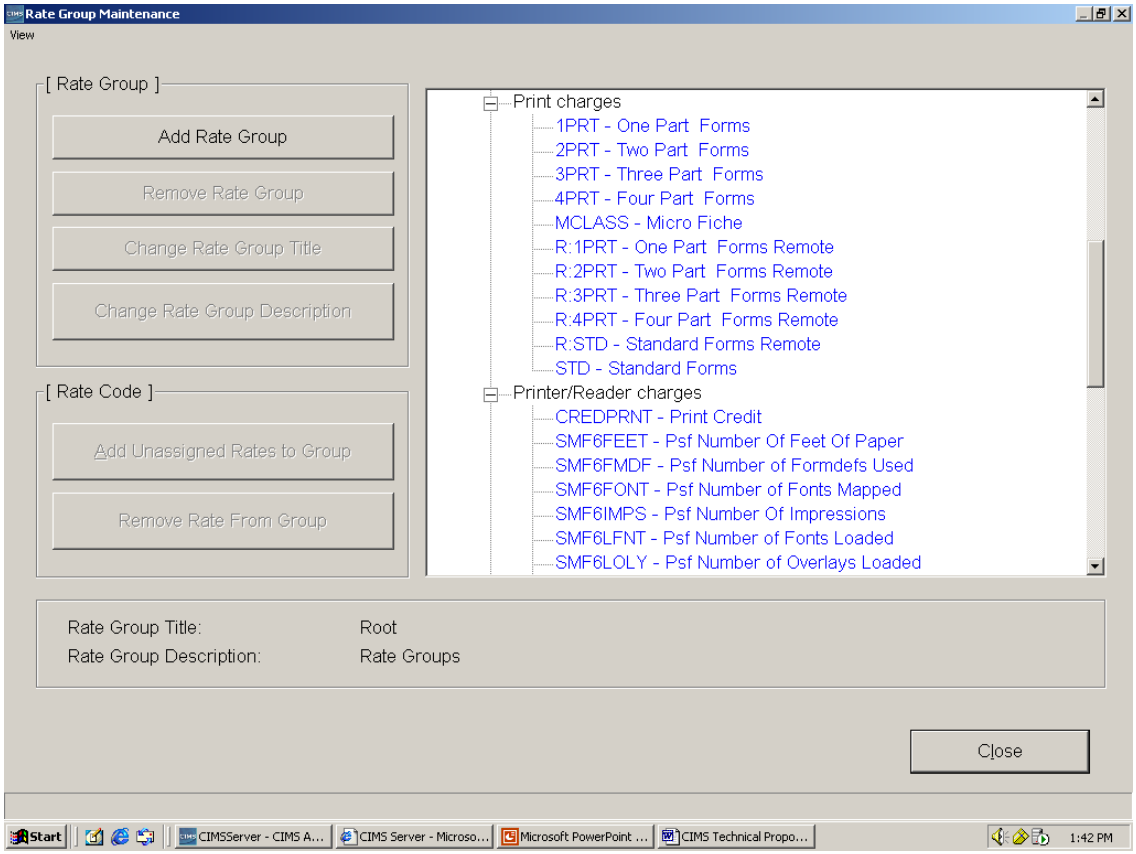
Example of a possible CIMS Hierarchy



Example of a robust menu of services and rate groups.

3.2.44 The proposed solution must have methodology for system charges for printing in the IWD environment, including host printing (OS390, ZOS), domain printing (NT Domain, formatting and printing protocols.

CIMS: The CIMS system meets this requirement. In addition to items listed here, CIMS also supports RDMS systems and Archival/Retrieval systems.



Example of a few print related metrics.

3.2.45 The proposed solution must allow allocation to multiple accounts including proration to distribute charges for a single application.

CIMS: The CIMS system meets this requirement. CIMS can prorate money and/or resources to multiple accounts. With this feature, a single application or project can be allocated based on a proration percentage. In addition, CIMS can support "dynamic percentages." For example, if an account used 25% of the Disk Space, then they are charged 25% of the prorated application such as backup.

3.2.46 The proposed solution must be able to process and merge periodic usage files from all platforms into a common repository.

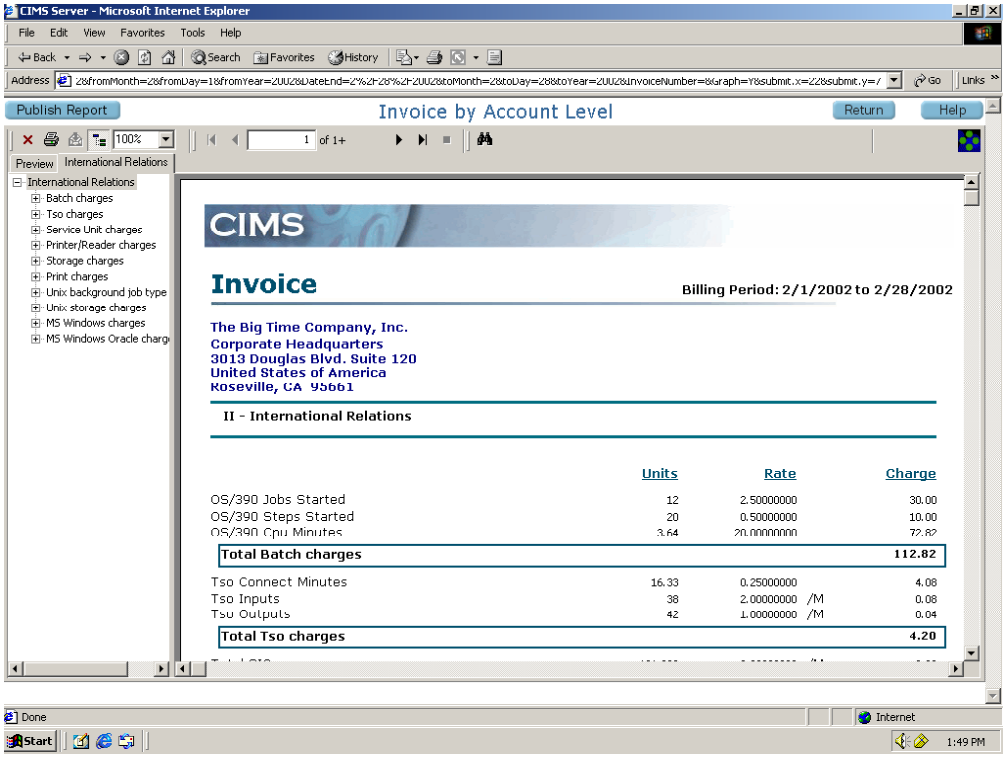
CIMS: The CIMS system meets this requirement. This is one of the key advantages of CIMS.

3.2.47 The proposed solution must include a description of the system maintenance in regard to Client Identification, Billing Rates, Billable Items and Account Code generation, creation of exception files for unmatched accounting codes and account code editing.

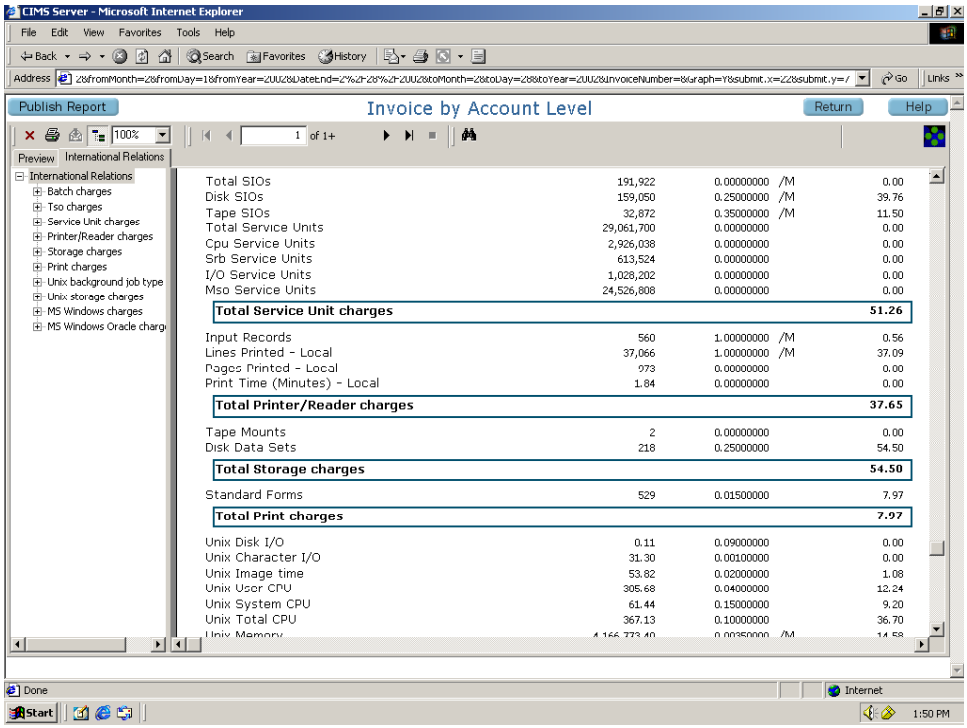
CIMS: The CIMS system meets this requirement. These files must be maintained as required by the CIMS administrator. As shown in various screen shots, the tables are easy to maintain. Unlike some competing and in-house products, CIMS identifies unmatched accounting codes in a series of exception files that are generated throughout the various processes. The administrator can correct the exceptions and allow processing to continue.

3.2.48 The proposed solution must support both summary and detail statistics for drilldown. The system must provide the ability to drill down within a specified resource group. Drilldown should be supported by selection criteria within the resource group specified.

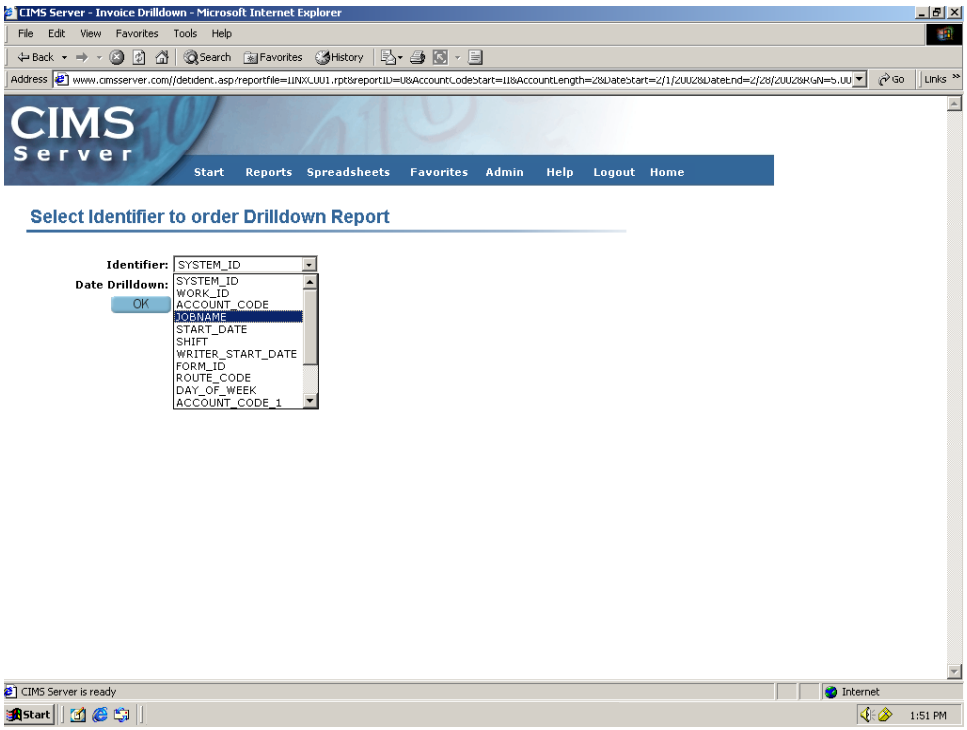
CIMS: The CIMS system meets this requirement. See the examples below.



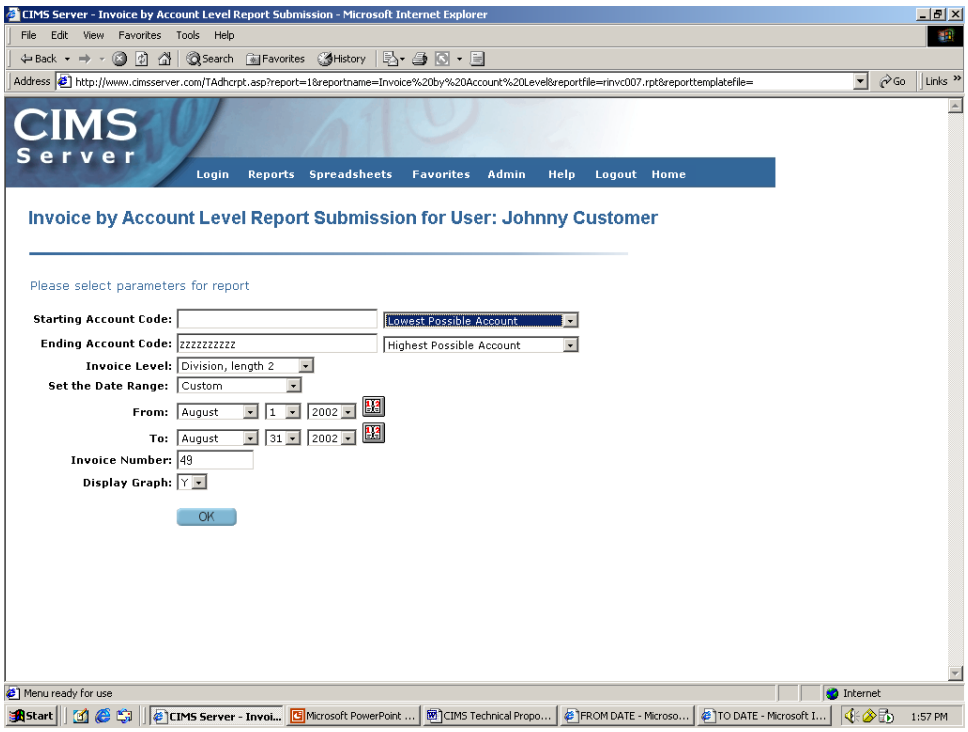
A web-based CIMS Invoice



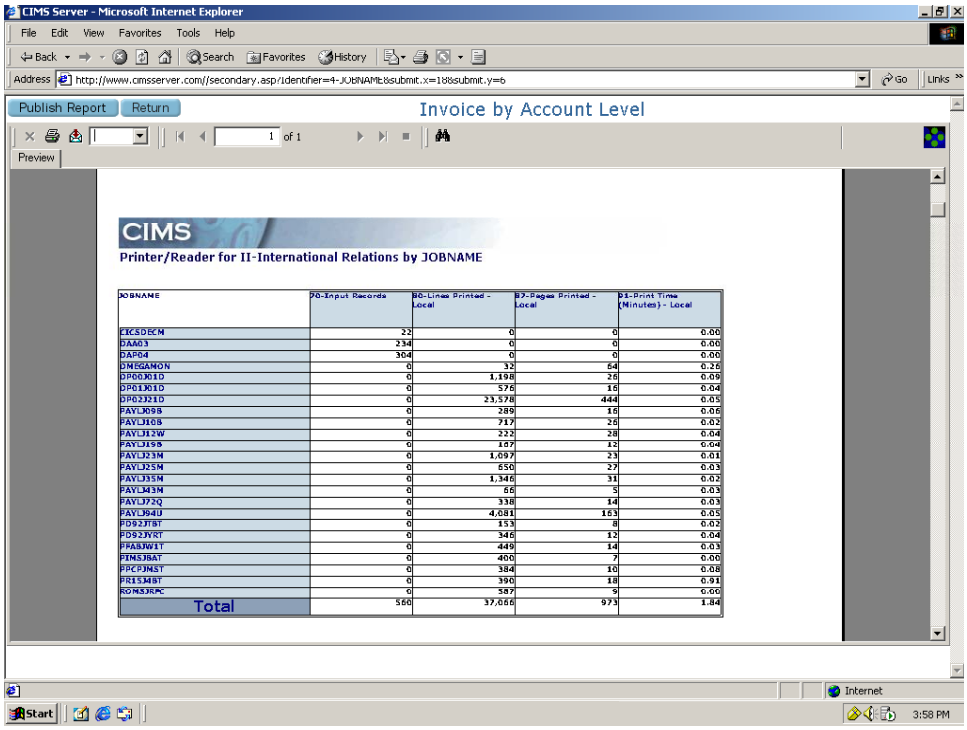
Example of integrated items on the invoice. Notice the Printer/Reader charges. Assume the user wanted to drill down on job name to see what they really printed.



Example of User Selection Page.



Example of more user selection criteria.



Example of a detail drill-down report for Print Services.

3.2.49 The proposed solution must allow for accounting information to be able to cross date barriers for jobs beginning before and ending after a date change. Related is a turnaround time determination to provide by calculation based on job completion time as compared to start time.

CIMS: The CIMS system meets this requirement. CIMS uses a combination of SMF records and therefore is able to handle this requirement. CIMS uses SMF 30-1, 2, 3, 4, 5, & 6. Subtypes 2 & 3 are the interval records that provide this functionality. In addition, jobs that span midnight or multiple days can be accurately tracked by using the interval records.

3.2.5 Customer Interface

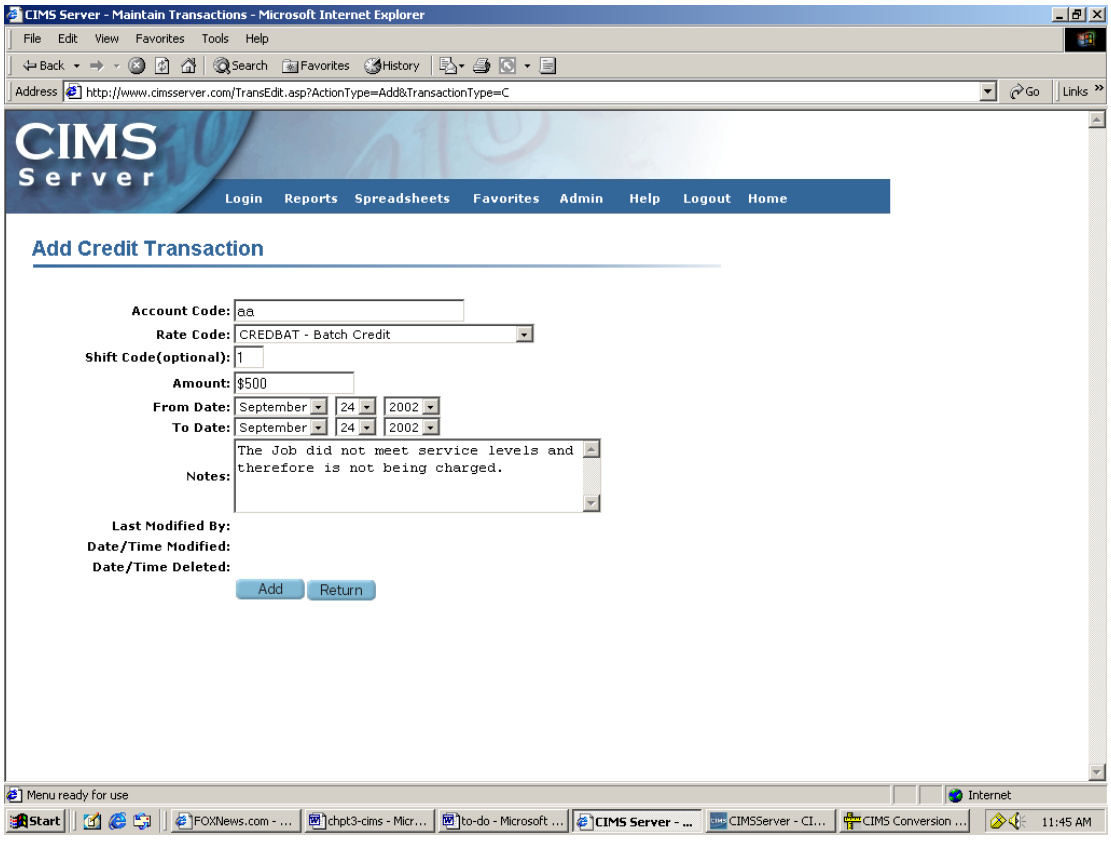
3.2.51 The system must support External Billing Transactions for the charging of Non-Computer Generated Resource items.

CIMS: The CIMS system meets this requirement. These transactions can be entered a variety of ways depending on the requirement. External transactions can be either recurring or miscellaneous and are input:

- **Via the Web**
- **From a File, Spreadsheet, etc.**
- **By interfacing with a third party data entry product**

With CIMS, it is easy to use these transactions for adjustments, credits, or for charging for HR Time, Shipping Fees, Communication Costs, Leases, etc.

External billing transactions integrate with other charges and are displayed on an integrated invoice.



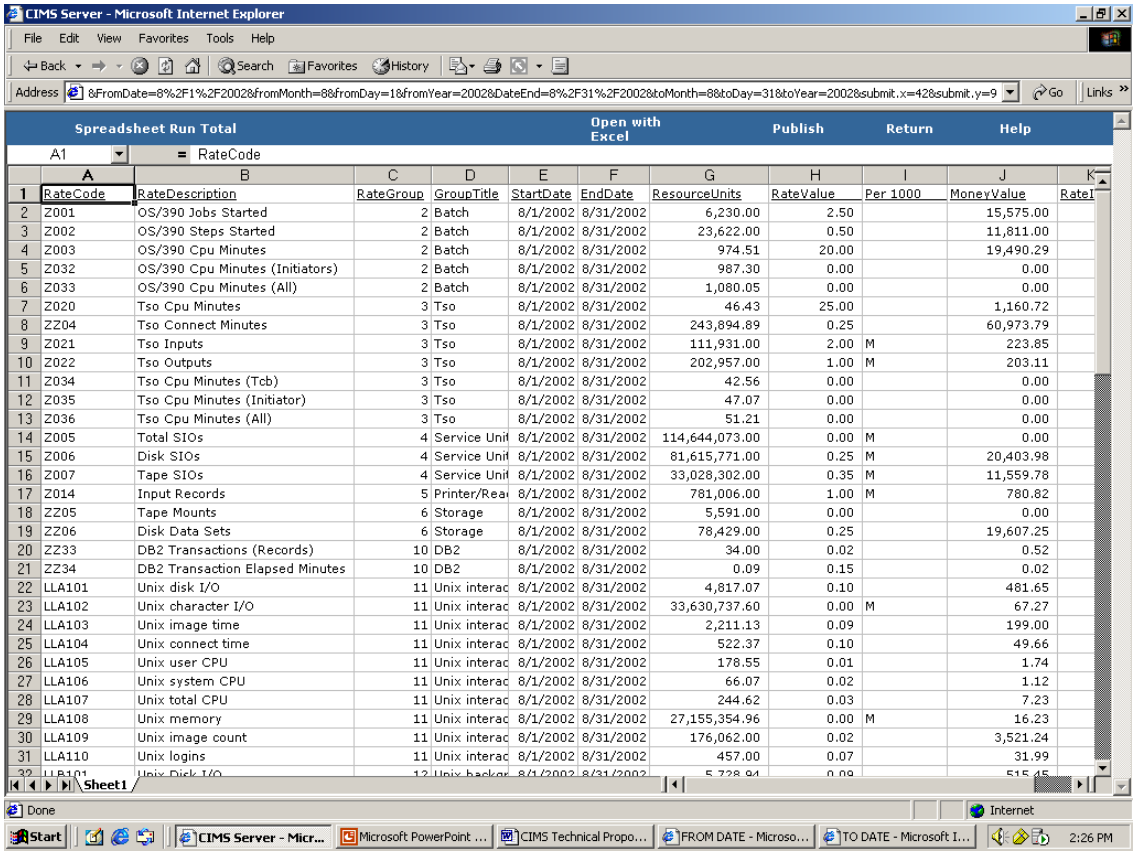
Example of entering a Credit Transaction.

3.2.52 The system must use standard report writing tools.

CIMS: The CIMS system meets this requirement. CIMS includes a standard mainframe reporting tool and Crystal Reports for Windows. In addition, CIMS can use any third party reporting tool such as SAS, FOCUS, Business Objects, Easytrieve, Quickjob, Acuate, Power Builder, Etc.

3.2.53 The proposed system must allow users to download data to create custom reports and custom spreadsheets.

CIMS: The CIMS system meets this requirement.



	A	B	C	D	E	F	G	H	I	J	K
1	RateCode	RateDescription	RateGroup	GroupTitle	StartDate	EndDate	ResourceUnits	RateValue	Per 1000	MoneyValue	Rate
2	Z001	OS/390 Jobs Started	2	Batch	8/1/2002	8/31/2002	6,230.00	2.50		15,575.00	
3	Z002	OS/390 Steps Started	2	Batch	8/1/2002	8/31/2002	23,622.00	0.50		11,811.00	
4	Z003	OS/390 Cpu Minutes	2	Batch	8/1/2002	8/31/2002	974.51	20.00		19,490.29	
5	Z032	OS/390 Cpu Minutes (Initiators)	2	Batch	8/1/2002	8/31/2002	987.30	0.00		0.00	
6	Z033	OS/390 Cpu Minutes (All)	2	Batch	8/1/2002	8/31/2002	1,080.05	0.00		0.00	
7	Z020	Tso Cpu Minutes	3	Tso	8/1/2002	8/31/2002	46.43	25.00		1,160.72	
8	ZZ04	Tso Connect Minutes	3	Tso	8/1/2002	8/31/2002	243,894.89	0.25		60,973.79	
9	Z021	Tso Inputs	3	Tso	8/1/2002	8/31/2002	111,931.00	2.00	M	223.85	
10	Z022	Tso Outputs	3	Tso	8/1/2002	8/31/2002	202,957.00	1.00	M	203.11	
11	Z034	Tso Cpu Minutes (Tcb)	3	Tso	8/1/2002	8/31/2002	42.56	0.00		0.00	
12	Z035	Tso Cpu Minutes (Initiator)	3	Tso	8/1/2002	8/31/2002	47.07	0.00		0.00	
13	Z036	Tso Cpu Minutes (All)	3	Tso	8/1/2002	8/31/2002	51.21	0.00		0.00	
14	Z005	Total SIOs	4	Service Unit	8/1/2002	8/31/2002	114,644,073.00	0.00	M	0.00	
15	Z006	Disk SIOs	4	Service Unit	8/1/2002	8/31/2002	81,615,771.00	0.25	M	20,403.98	
16	Z007	Tape SIOs	4	Service Unit	8/1/2002	8/31/2002	33,028,302.00	0.35	M	11,559.78	
17	Z014	Input Records	5	Printer/Rea	8/1/2002	8/31/2002	781,006.00	1.00	M	780.82	
18	ZZ05	Tape Mounts	6	Storage	8/1/2002	8/31/2002	5,591.00	0.00		0.00	
19	ZZ06	Disk Data Sets	6	Storage	8/1/2002	8/31/2002	78,429.00	0.25		19,607.25	
20	ZZ33	DB2 Transactions (Records)	10	DB2	8/1/2002	8/31/2002	34.00	0.02		0.52	
21	ZZ34	DB2 Transaction Elapsed Minutes	10	DB2	8/1/2002	8/31/2002	0.09	0.15		0.02	
22	LLA101	Unix disk I/O	11	Unix interac	8/1/2002	8/31/2002	4,817.07	0.10		481.65	
23	LLA102	Unix character I/O	11	Unix interac	8/1/2002	8/31/2002	33,630,737.60	0.00	M	67.27	
24	LLA103	Unix image time	11	Unix interac	8/1/2002	8/31/2002	2,211.13	0.09		199.00	
25	LLA104	Unix connect time	11	Unix interac	8/1/2002	8/31/2002	522.37	0.10		49.66	
26	LLA105	Unix user CPU	11	Unix interac	8/1/2002	8/31/2002	178.55	0.01		1.74	
27	LLA106	Unix system CPU	11	Unix interac	8/1/2002	8/31/2002	66.07	0.02		1.12	
28	LLA107	Unix total CPU	11	Unix interac	8/1/2002	8/31/2002	244.62	0.03		7.23	
29	LLA108	Unix memory	11	Unix interac	8/1/2002	8/31/2002	27,155,354.96	0.00	M	16.23	
30	LLA109	Unix image count	11	Unix interac	8/1/2002	8/31/2002	176,062.00	0.02		3,521.24	
31	LLA110	Unix logins	11	Unix interac	8/1/2002	8/31/2002	457.00	0.07		31.99	

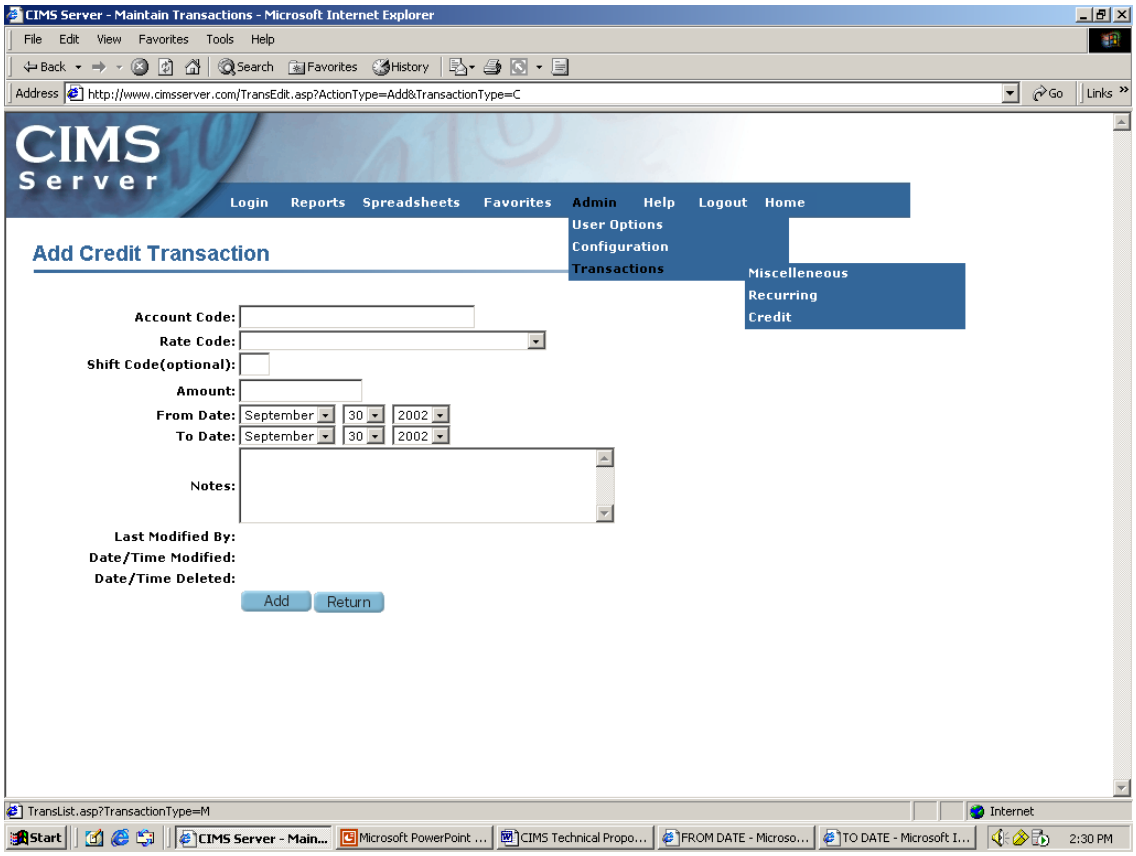
Example of a CIMS Custom Spreadsheet.

3.2.54 The proposed system must provide web browser access.

CIMS: The CIMS system meets this requirement. Samples of CIMS' web browser access have been provided throughout this proposal. In addition, CIMS recommends that IWD visit www.cimsserver.com for a complete look at the report creation features. Use cims as the user-id, and server as the password.

3.2.55 The proposed solution must provide accounting crediting capability that permits the application of credits against specific accounts at all steps of invoicing process including subsequent to invoicing.

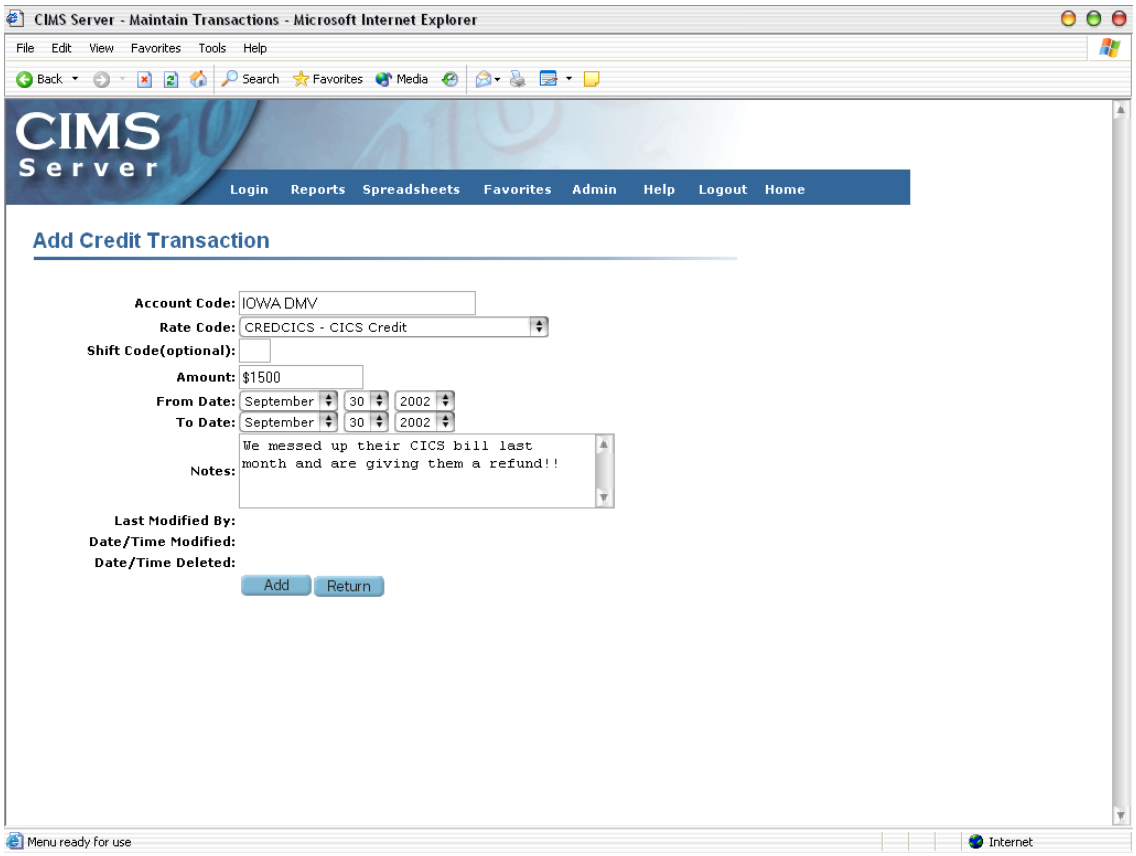
CIMS: The CIMS system meets this requirement. Credits can be applied at any time, including subsequent to invoicing. Credits can be entering manually or a batch of them can be applied as required.



Example of the various CIMS Credits and adjustment transactions.

3.2.56 The proposed solution must provide debit and credit capability that provides a flexible, global method of applying charges for any type of service defined.

CIMS: The CIMS system meets this requirement. CIMS can apply debits and credits globally for any type of service.



Example of crediting a specific type of service…in this case CICS.

3.2.57 The proposed solution must provide account crediting and debiting codes that permit modification in one place by authorized person without reprogramming or individual tailoring.

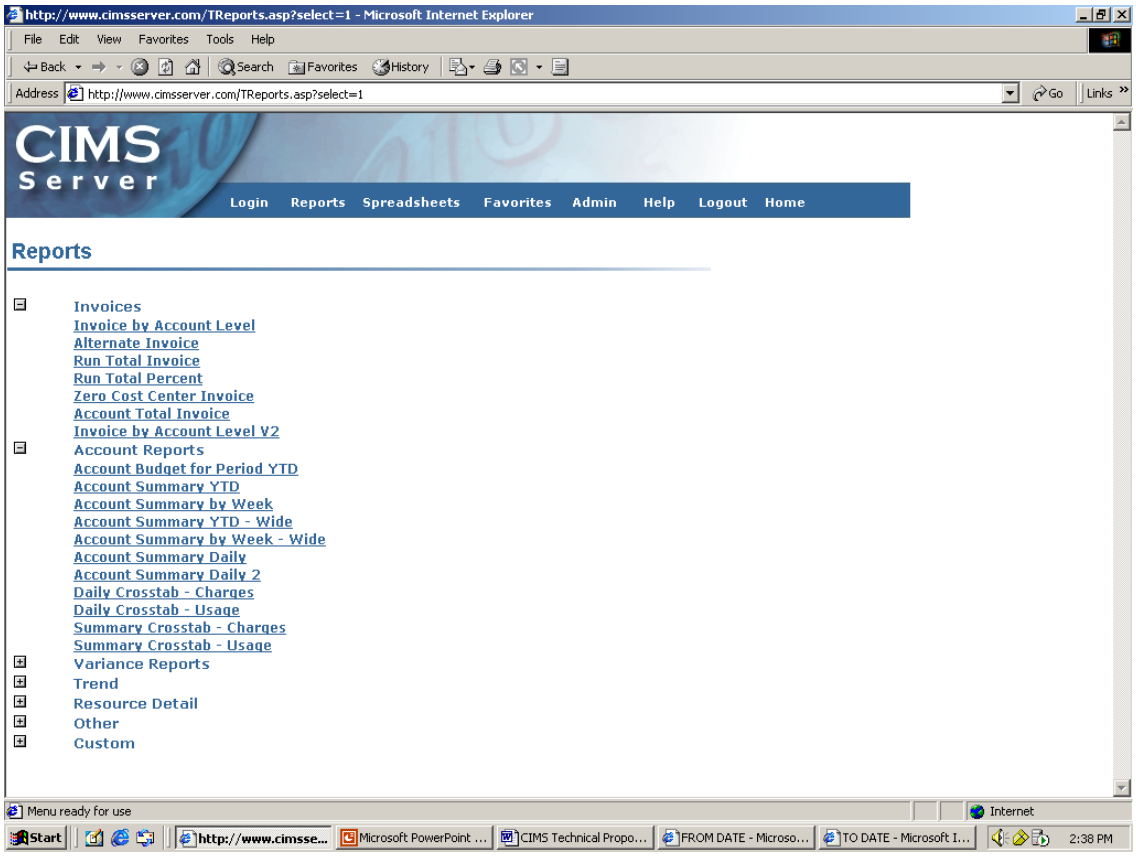
CIMS: The CIMS system meets this requirement. Credits can be added by a single authorized person. No special reprogramming or individual tailoring is required.

3.2.58 The proposed solution must provide a comprehensive table for job accounting must be flexible to allow for all prices and possible timing factors desired. The factors should be easily changed in one place at any point in time.

CIMS: The CIMS system meets this requirement. This describes the CIMS Integrated Rate Table.

3.2.59 Resulting invoicing must be based on consistent, accurate, simple to change and equitable accounting methods as demonstrated by repeatability of application.

CIMS: The CIMS system meets this requirement. CIMS is based on best practices that have been acquired over nearly 30 years that we have been in business. Multiple invoice formats are available and the invoices and their content can be easily changed to meet ongoing and changing requirements.



Example of CIMS Standard Invoices Selection List.

3.3 Mandatory: Prospective Vendor Background Information and References

For each of the following statements or questions, prospective Vendors shall provide complete, concise, and accurate information. Failure to provide the information in the form requested or inaccurate or misleading information or answers may result in rejection of the proposal from evaluation. Please restate the section number and the question asked immediately preceding the response. Do not include advertising or marketing materials. *Please note: Before execution of a contract with a successful Out of State Vendor, the successful Vendor must register to do business in Iowa with the State of Iowa Secretary of State.*

3.3.1 Mandatory: Prospective Vendor Business Information

Please respond to each of the following:

1. Name, primary address, telephone number, facsimile transmission number and name of contact person for purposes of the prospective Vendor's response to this RFP. If the business entity submitting the proposal has changed, altered, or modified the structure of its business entity or its name within the past three (3) years, for each of the questions asked below, the prospective Vendor shall include responses to the questions both for its current business entity and for its prior business structure and its prior name.

   Kenneth Lynch, President
   CIMS Lab, Inc.
   3013 Douglas Blvd., Suite 120
   Roseville, CA 95661

   (916) 783-8525 Telephone
   (916) 783-2090 Facsimile

2. Type of business entity (i.e., corporation, partnership, etc.).

   CIMS: Corporation

   A. If the entity is a corporation, identify the State of incorporation. If the entity is a foreign corporation, state whether or not the corporation is in good standing with the appropriate authorities in the State of Incorporation; if not, why is the corporation not in good standing?

      CIMS: CIMS Lab, Inc. is incorporated in the State of California and is in good standing with the authorities in the State of California.

   B. If the entity is a foreign corporation, is the corporation registered and in good standing with the Iowa Secretary of State's office? If not, is the corporation eligible to be registered with the Iowa Secretary of State's office? If not, why not?

      CIMS: CIMS Lab's business falls under Subsection 2.f. of Iowa Code Section 490.1501: "Soliciting or obtaining orders, whether by mail or through employees or agents or otherwise, if the orders require acceptance outside this state before they become contracts." According to this Section, this does not constitute transacting business within the meaning of subsection 1 and does not require a Certificate of Authority from the Secretary of State.

   C. If the entity is a corporation, has the corporation lost its charter, certification or registration for any reason in any State in which it is registered? If so, why?

      CIMS: No

   D. If the entity conducts its business in a form other than a corporation, state whether or not the business entity is licensed, registered, chartered, to do business in any State(s) other than Iowa. If the business entity is chartered, licensed or registered to do business, identify each State in which the entity is so chartered, licensed or registered,

and further state whether the business entity is in good standing in each State identified above. If not, why not?

CIMS: Not applicable. We are a corporation.

3. Name and location(s) of offices or other facilities in which the prospective Vendor conducts its business.

   CIMS: We have offices in California, Maryland and New Jersey. In addition, we have employees in Utah, Virginia, and Michigan.

4. The prospective Vendor's Federal Identification Number And Iowa Tax Identification or Registration Number, if any. Provide completed Federal W-9 form.

   CIMS: Federal Identification Number 94-3322187. Please see Attachment 3.3.1 on page 64 for a completed Federal W-9 form.

3.3.2 Business Practices Information

1. Identify each State in which the business operations or dealings of the corporate (or other type of) entity are subject to charter, registration, certification, licensure or regulation.

   CIMS: CIMS Lab, Inc. has customers throughout the United States and internationally.

   A. For each such State identified, state whether the business entity has been disciplined, admonished, warned, had its license, registration, charter, certification or any similar authorization to do business suspended or revoked for any reason (collectively "disciplined").

      CIMS: CIMS Lab, Inc. is in good standing with all States that we do business with.

   B. If the business entity, its officers, agents or employees have been disciplined or disciplinary actions are pending in any State in which the business dealings of the entity are subject to regulation, identify the name of the regulatory agency with authority to discipline. In addition:

      CIMS: Not applicable.

      (1) Identify the docket number and any and all other identifying captions or information;

      CIMS: Not applicable

      (2) Provide a clear and concise statement of all allegations against the business entity, its officers, agents and/or employees;

      CIMS: Not applicable

      (3) Provide a clear and concise statement of the manner in which the proceeding was resolved;